

IWRelay Complaint Log June 2009-May 2011

Date received	Summary of complaint	Date of resolution	Resolution
5/27/2010	No longer interested	5/27/2010	Account removed
6/12/2010	Lack of Accessibility: No IWRelay on EVO	6/13/2010	Product offerings explained
6/15/2010	No Spanish Video Interpreter	6/15/2010	Product offerings explained
6/18/2010	No PC friendly product	6/18/2010	Product offerings explained
7/20/2010	Tech Difficulties	7/20/2010	Tech issues corrected
8/20/2010	No longer interested	11/17/2010	Account removed
9/1/2010	Waiting for an interpreter for 20 minutes	11/17/2010	Tech issues corrected
9/7/2010	Tech difficulties: iPhone 4 FaceTime	9/9/2010	Tech issues corrected
9/13/2010	No password for 10-digit registration	9/13/2010	Password Reset
9/15/2010	Waiting for VP	9/16/2010	Tech Support retrained
9/16/2010	No password for 10-digit registration	9/16/2010	Password Reset
10/6/2010	Lost 10-digit registration	10/6/2010	Tech Support retrained
11/1/2010	Poor video connection	11/1/2010	Video quality corrected
11/3/2010	No longer interested	11/8/2010	Account removed
11/23/2010	Cannot log out	11/24/2010	Tech issues corrected
11/24/2010	Tech difficulties	11/24/2010	Tech issues corrected
12/8/2010	Cloud Tech difficulties	12/9/2010	Tech issues corrected
12/8/2010	Cloud Tech difficulties: black screen	12/9/2010	Tech issues corrected
12/9/2010	Cloud Tech difficulties	12/9/2010	Tech issues corrected
12/9/2010	Contact List Imported issue & solicitee	12/9/2010	Received feedback from customer
12/10/2010	International call outbound barrier	12/10/2010	Explained about policy
12/12/2010	FaceTime tech difficulties: Froze	12/13/2010	Tech issue corrected
12/14/2010	Poor video quality	12/14/2010	Video quality corrected
12/14/2010	Poor video quality	12/14/2010	Video quality corrected
12/19/2010	Cloud tech difficulties	12/20/2010	Tech issue corrected
12/21/2010	iPhone tech difficulties: FaceTime	12/21/2010	Tech issue corrected
1/7/2011	iChat tech difficulties	1/7/2011	Tech issue corrected
1/7/2011	Poor connection	1/7/2011	Better connection
1/7/2011	Poor connection	1/7/2011	Better connection
1/11/2011	Poor connection on Cloud	1/11/2011	Better connection
1/18/2011	Video froze	1/18/2011	Better connection
1/18/2011	Video froze	1/18/2011	Better connection

1/27/2011	Black Screen	1/27/2011	Better connection
1/27/2011	Lack of assistance from Tech Support	1/28/2011	Tech Support retrained
1/31/2011	iPhone tech difficulties	2/3/2011	Tech issue corrected
2/3/2011	Cloud tech difficulties	2/3/2011	Tech issue corrected
2/3/2011	Cloud tech difficulties	2/3/2011	Tech issue corrected
2/7/2011	Cloud2Cloud difficulties	2/7/2011	Tech issue corrected
2/11/2011	Waiting for 10 digit number	2/11/2011	Provided 10-digit registration
2/17/2011	Poor video quality	2/17/2011	Video quality corrected
3/3/2011	Poor video quality	3/3/2011	Video quality corrected
3/7/2011	Lack of assistance from Tech Support	3/8/2011	Tech Support retrained
3/10/2011	Tech Difficulties: Import Contacts List	3/10/2011	Tech issue corrected
3/17/2011	Poor video quality	3/22/2011	Video quality corrected
3/18/2011	Poor video quality	3/20/2011	Video quality corrected
3/23/2011	Black Screen	3/30/2011	Better connection
3/30/2011	Lack of assistance from Tech Support	4/12/2011	Tech Support retrained
3/31/2011`	Poor connection	4/25/2011	Better connection
4/13/2011	Poor video connection	4/14/2011	Video connection corrected
4/13/2011	Black Screen	4/14/2011	Better connection
4/14/2011	Cloud tech difficulties	4/14/2011	Tech issue corrected
4/24/2011	Poor connection	4/25/2011	Better connection
5/10/2011	Against Client's permission to call	6/6/2011	Account removed
5/18/2011	Wasted Client's time	6/6/2011	Customer Service retrained
5/20/2011	Poor video connection	6/9/2011	Better video connection
5/20/2011	Poor video connection	6/6/2011	Better video connection
5/20/2011	Poor video quality	6/6/2011	Video quality corrected
5/24/2011	Poor video quality	6/6/2011	Video quality corrected
5/25/2011	FaceTime tech difficulties	5/25/2011	Tech issue corrected